



# Northeastern Illinois PUBLIC TRANSIT *Task Force*

September 26, 2013

Mr. Rocky Donahue  
Department Manager, External Relations  
PACE  
550 W. Algonquin Rd.  
Arlington Heights, IL 60005

Dear Mr. Donahue:

In accordance with Executive Order 13-06, issued by Governor Quinn on August 15, 2013, we are the co-chairs of the System Performance Working Group, part of the Northeastern Illinois Public Transit Task Force. It is our objective to provide meaningful recommendations to strengthen and revitalize the northeastern Illinois public transit system.

As we work toward this goal, our Working Group is planning a public hearing on October 2, 2013. We would like to extend a formal invitation to you, requesting that you provide public testimony at the hearing scheduled for:

October 2, 2013  
2:00 pm-4:00 pm  
Michael A. Bilandic Building, Room N-505  
160 N. LaSalle Street, Chicago, IL 60601

In your testimony, please indicate whether and how your agency assesses the level of performance of each of the items listed within the three overall categories below. If your agency does not track one of the items, please indicate this. Please also indicate any other criteria or measures your agency thinks are important in assessing system performance.

- 1) How well does the current system perform to meet the needs of its customers?
  - a. Service frequency and reliability (including a definition of what each service board defines as "on-time")
  - b. Rider experience, from researching route(s) to actual travel
  - c. Customer communications (via all channels—online, phone, and in person both at stations/stops and on board vehicles)
  - d. Mobility management for physically challenged individuals
  - e. Security (including both hard data and measurements of customer perceptions of security)



- f. Integration of services between modes and service providers
- 2) How well does the current system perform to meet the needs of the community?
- a. Level of transit access and service equity in the 6-county area
  - b. Transit access to jobs in the region
  - c. Service availability across differing populations
  - d. Prioritization of system and service expansions
  - e. Maximizing economic development linked to transit
  - f. Route planning (including measurements of available capacity utilization and reverse commute routes, and suburb-to-suburb transportation)
  - g. Sustainability performance
- 3) How efficiently and effectively the system operates
- a. Costs per trip and per mile
  - b. Revenue per trip and per passenger
  - c. Public funding per trip, per passenger and per capita

Finally, please indicate overall how your agency incorporates findings from the measurements into planning and operations, and how often this incorporation occurs.

We look forward to meeting with you next week. Should you have any questions, please contact Joseph E. Shacter, IDOT Director of Public and Intermodal Transportation, at 312-793-2116 or via email at [joseph.shacter@illinois.gov](mailto:joseph.shacter@illinois.gov).

Sincerely,



Kathy Tholin



Raul Raymundo





# Northeastern Illinois PUBLIC TRANSIT *Task Force*

September 26, 2013

Ms. Leanne P. Redden  
Chicago Transit Authority  
Senior Deputy Executive Director  
175 West Jackson, #1650  
Chicago, Illinois 60604

Dear Ms. Redden:

In accordance with Executive Order 13-06, issued by Governor Quinn on August 15, 2013, we are the co-chairs of the System Performance Working Group, part of the Northeastern Illinois Public Transit Task Force. It is our objective to provide meaningful recommendations to strengthen and revitalize the northeastern Illinois public transit system.

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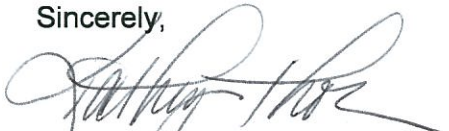


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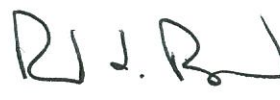
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Sincerely,



Kathy Tholin



Raul Raymundo





# Northeastern Illinois PUBLIC TRANSIT Task Force

September 26, 2013

Ms. Lynnette H. Ciavarella  
Director, Office of Planning and Analysis  
Metra  
547 W. Jackson Blvd.  
Chicago, IL 60661-5717

Dear Ms. Ciavarella:

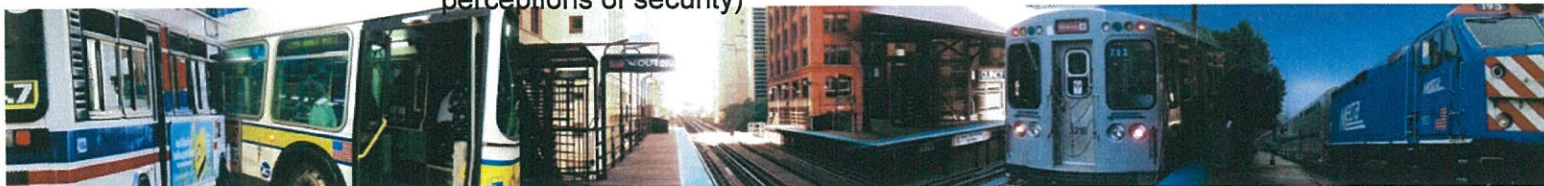
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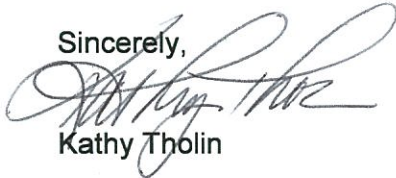


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Sincerely,



Kathy Tholin



Raul Raymundo





# Northeastern Illinois PUBLIC TRANSIT Task Force

September 26, 2013

Mr. Michael Connelly  
Chicago Transit Authority  
567 West Lake Street  
Chicago, Illinois 60661

Dear Mr. Connelly:

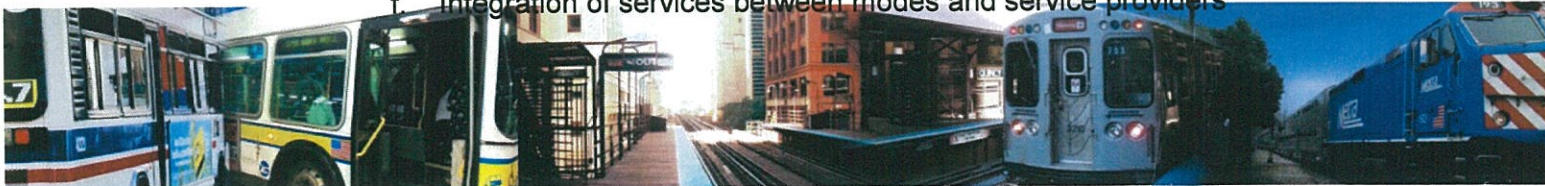
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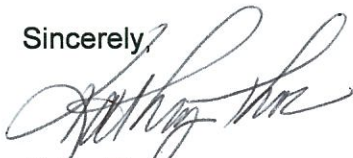


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Sincerely,



Kathy Tholin



Raul Raymundo





# Northeastern Illinois PUBLIC TRANSIT Task Force

September 26, 2013

Mr. Bob Dean  
Deputy Executive Director for Local Planning  
Chicago Metropolitan Agency for Planning  
233 S. Wacker Drive, Suite 800  
Chicago, Illinois 60606

Dear Mr. Dean:

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